



Ride On's Youth Monthly Pass and Summer Pass on the *Youth Cruiser SmarTrip® Card*

Frequently Asked Questions

1. Who can purchase the *YOUTH CRUISER SMARTRIP® CARD*? What is the cost?

ONLY MONTGOMERY COUNTY RESIDENTS who are 18 years or younger are eligible to purchase a *Youth Cruiser SmarTrip® Card*. The cost is \$2 per card – One Card Per Student.

2. How do I use the *YOUTH CRUISER SMARTRIP® CARD*?

Tap the *Youth Cruiser SmarTrip® Card* on the “SmarTrip” target located on the Ride On bus farebox.

3. What is the *YOUTH CRUISER SMARTRIP® CARD*?

The *Youth Cruiser SmarTrip® Card* is a permanent, rechargeable farecard sold only to Montgomery County residents 18 years and younger. It's plastic, like a credit card, and is embedded with a special computer chip that keeps track of the values on the card. Using the *Youth Cruiser SmarTrip® Card* is FAST AND EASY. The *Youth Cruiser SmarTrip® Card* is good on any regional transit system that accepts SmarTrip, including Metrobus and Metrorail, but the card must have stored value.

4. Can I purchase a *YOUTH CRUISER SMARTRIP® CARD* online or by mail?

NO. Student/child must come in person with proof of residency and age to purchase a *Youth Cruiser SmarTrip® Card* at the TR/PS Stores and Montgomery County Treasury.

5. Where can I purchase the *YOUTH CRUISER SMARTRIP® CARD* and load the *YOUTH MONTHLY PASS, SUMMER PASS* or stored value?

The *Youth Cruiser SmarTrip® Card* and *YOUTH MONTHLY PASS* and *SUMMER PASS* may be purchased and money added for stored value at the following locations:

TR/PS Commuter Store	8413 Ramsey Avenue, Silver Spring	Monday - Friday	7 am - 5 pm
TR/PS Commuter Store	17 Wisconsin Circle, Friendship Heights	Monday - Friday	10 am - 6 pm
Montgomery County Treasury	255 Rockville Pike, L-15, Rockville	Monday - Friday	8 am - 4 pm

6. Can I add the *YOUTH MONTHLY PASS* and *SUMMER PASS* and money for stored value onto the *YOUTH CRUISER SMARTRIP® CARD* online or go to other locations?

YES, you can load the *YOUTH MONTHLY PASSES* and *SUMMER PASSES* and stored value onto the *Youth Cruiser SmarTrip® Card* online by visiting www.smartrip.com to set up an account. *SUMMER PASSES* are only available May 16 thru July 31. *YOUTH MONTHLY PASSES* and *SUMMER PASSES* may also be loaded on the *Youth Cruiser SmarTrip® Card* at some CVS Pharmacy or Giant Stores in Montgomery County as well as Wheaton and Gaithersburg Zodiac Stores.

7. What is the *YOUTH MONTHLY PASS* and how much does it cost?

The *YOUTH MONTHLY PASS* is a plastic pass, that has the month and year printed on it. This pass allows County residents 18 years and younger to take unlimited rides on all local Ride On bus routes for the entire calendar month printed on the pass. **THE *YOUTH MONTHLY PASS* IS NOT ACCEPTED ON METROBUSES OR METRORAIL.** An additional fare is required for the Ride On Express Route 70. The *YOUTH MONTHLY PASS* is \$11.00 (subject to change).

8. Can I add the *YOUTH MONTHLY PASS* or *SUMMER PASS* onto the *YOUTH CRUISER SMARTRIP® CARD* on the bus?

NO, you can only add the *YOUTH MONTHLY PASSES* and *SUMMER PASSES* online, at the Montgomery County Treasury, TR/PS in Silver Spring and TR/PS in Friendship Heights and some CVS and Giant stores in Montgomery County and Zodiac Stores in Wheaton and Gaithersburg.

9. What is the *YOUTH MONTHLY PASS* that is loaded on the *YOUTH CRUISER SMARTRIP® CARD*?

The *YOUTH MONTHLY PASS* offers student unlimited rides on Montgomery County local route Ride On buses for the entire calendar month purchased.

10. What is the SUMMER PASS and how long can I use it?

The SUMMER PASS allows students to ride on all local Ride On buses routes from June 1 thru August 31. It expires on August 31. You may either load it onto a **Youth Cruiser SmarTrip® Card** OR you may purchase a plastic SUMMER PASS dated June 2013 - August 2013.

11. Can I use SmartBenefits to pay for my child's YOUTH MONTHLY PASS?

NO. SmartBenefits cannot be used to pay for YOUTH MONTHLY PASSES or SUMMER PASSES.

12. Will Ride On continue to offer plastic YOUTH MONTHLY PASSES and SUMMER PASSES?

YES. The plastic YOUTH MONTHLY PASS will be available through December 2013. The SUMMER PASS will only be available for purchase May 16 thru July 31, 2013 and is good for June 2013 - August 2013 ONLY (subject to change) .

13. Is there an extra cost for express service?

YES. Express Route 70 is not included in the fare and an upcharge of \$2.05 (subject to change) is required. The card must have money called stored value in a reserved spot or "purse" on the card. The \$2.05 will be automatically deducted from the card's stored value "purse" by the #70 express bus' farebox when the **Youth Cruiser SmarTrip® Card** is tapped and the YOUTH MONTHLY PASS or SUMMER PASS is read.

14. How many passes can be loaded on the card at one time?

TWO (2) YOUTH MONTHLY PASSES or ONE (1) YOUTH MONTHLY PASS and ONE (1) SUMMER PASS may be loaded on the **Youth Cruiser SmarTrip® Card** at one time and they will sequentially stack on the card, with the second pass becoming active following expiration of the first pass. The two passes are "interlocked", which means the time period runs consecutively. If the first month is used and the second month is not used, the second month pass will expire at the end of the month, whether or not the customer uses the pass. The expiration date of the pass is subject to the criteria listed above, based on the date purchased.

15. What is Autoload?

Students may load the YOUTH MONTHLY PASS and/or the SUMMER PASS online at: www.smartrip.com, instead of visiting one of the retail outlet locations.

16. What is "Threshold" Autoload?

Threshold Autoload is set up online and will automatically reload your YOUTH MONTHLY PASS seven (7) days before the expiration of your current YOUTH MONTHLY PASS. Threshold Autoload is NOT available for the SUMMER PASS.

17. When can I begin to use my YOUTH MONTHLY PASS that is loaded on the YOUTH CRUISER SMARTRIP® CARD?

You may immediately use it if loaded between the 1st and 15th of the month. However, if loaded between the 16th and 31st day of the month, you must wait until the first calendar day of the next month.

18. What if my YOUTH CRUISER SMARTRIP® CARD is lost or stolen?

The student must contact the SmarTrip® Regional Customer Service Center (RCSC) at 1-888-762-7874 to report the lost or stolen card. The **Youth Cruiser SmarTrip® Card** will be deactivated. To purchase a replacement **Youth Cruiser SmarTrip® Card**, visit a TRiPs Store in Silver Spring or Friendship Heights or the Montgomery County Treasury Office in Rockville. If a YOUTH MONTHLY PASS or SUMMER PASS was loaded on your lost **Youth Cruiser SmarTrip® Card**, a pro-rated value for the remaining number of days on the YOUTH MONTHLY PASS or SUMMER PASS will be added onto the replacement **Youth Cruiser SmarTrip® Card** as stored value. There are no refunds for lost or stolen **Youth Cruiser SmarTrip® Cards**.

19. Is registration of my YOUTH CRUISER SMARTRIP® CARD required?

YES, the Youth SmarTrip Registration Form must be completed at time of purchase of the **Youth Cruiser SmarTrip® Card**. The information on the Youth SmarTrip Registration Form will be entered and registered with the RCSC within 48 hours of receipt. If you lose the registered **Youth Cruiser SmarTrip® Card**, you do not lose the stored value. For a replacement fee, we will issue you a new **Youth Cruiser SmarTrip® Card**. RCSC will provide details on how the value will be transferred to your replacement card. For more information, call the RCSC at 1-888-762-7874.

20. What if I have problems with my YOUTH CRUISER SMARTRIP® CARD or lose money while trying to use it?

For questions pertaining to the **Youth Cruiser SmarTrip® Card**, please contact the SmarTrip Regional Customer Service Center (RCSC) at 1-888-762-7874 or visit www.smartrip.com.

21. What if I have general questions pertaining to Ride On bus service?

For questions regarding Ride On bus service, please call 311 (TTY 301-251-4850). If you are outside Montgomery County call 240-777-0311 or go to www.rideonbus.com.